

## **E-ADMINISTRATION IN POLAND ACCORDING TO THE LATEST RESEARCH ON PUBLIC ENTITIES INFORMATIZATION**

ANNA KACZOROWSKA

*Department of Computer Science, University of Lodz*

The article analyses the results of the latest research on public entities informatization in Poland according to the following studies: *Information society in numbers 2014* (SIwL2014, [1]), *e-Administration in the Internet surfers' eyes* [15], *Impact of digitization on public administration offices functioning in Poland in 2014* (WpC, [18]), *Operational Programme Digital Poland for the years 2014-2020* (PO PC2014-2020, [13]), *State Integrated Informatization Programme* (PZIP, [12]). Analysis of the results of statistical research leads to several conclusions and recommendations.

Keywords: E-government, E-services, Informatization of Public Administration, Statistical Surveys

### **1. Introduction**

The results of the studies and surveys are used for analyses of the market, forecasting of development, and allocation of grants. Almost  $\frac{3}{4}$  of self-governmental administration offices and  $\frac{1}{2}$  of State administration offices (according to [18]) intend to apply for subsidies from the European Union funds for informatization of the office during 2015-2020. In over 90% of the cases the means would be used to finance both the office information development and the development of electronic services.

Based on the studies there are indices of Poland's digitization, mentioned e.g. in resolution of the Ministry Cabinet – PZIP [12]. In PO PC2014-2020 [13], according to the results of diagnostic undertakings, some key subareas were distin-

guished, on which the intervention should be focussed, and in this way among other twelve key areas of public e-services were distinguished, for which European Union funds will be earmarked. So the future of information society and e-administration in Poland depends on the quality of data obtained during the studies.

After all we should remember Aaron Levenstein's statement: „statistics are like the bikini costume: they show a lot, but they do not show the most important things” [20].

## **2. Information society in numbers 2014**

The SIwL2014 [1] report prepared by the Department of Information Society, Ministry of Administration and Digitization (MAC), is rich in statistical data and tells a lot about the development of informatization in Poland.

One of the three areas distinguished in SIwL2014 report is the „State”. According to analysis of achievements in this area we may show how informatization of Polish public institutions is perceived. The strategic objective of the „State” area is the „Increase in availability and efficiency of public administration services by the use of information and communication technologies for reconstruction of internal processes of administration and the way of providing services”. Implementation of this objective is indicated by the following immediate objectives:

1. Availability of a wide scope of public administration services provided electronically.
2. Increasing the public administration efficiency due to a comprehensive use of standardized and interoperational information solutions.
3. Making available to citizens, companies and self-governments the data from reference registers and other information of public sector to use them for extension of the offer of contents and services.
4. Supporting the development of services of panEuropean range and mutual recognition of teleinformation solutions and tools.

In most EU countries, more important than the society's satisfaction with offered public e-services is that many services are available. In 2013 e-services through Internet were made available by 47% of Polish offices, which compared to 2012 constitutes an increase by almost 14 percentage points (PP). This, however, does not indicate any significant improvement of the condition of e-administration in Poland, because Internet surfers demonstrated that the greatest difficulty was incompleteness of available services resulting in the need to appear in person in the office to settle the issue initiated in the network. In the opinion of the users of

e-services another problem is the lack of belief in appropriate completion of the matter which is conducted only electronically, an insignificant scope of services, and also insufficient information about their settlement.

Implementation of the latter objective is checked by the complex indicator „Effectiveness of digitization” showing the efficiency of applied teleinformation technologies for improvement of offices internal work. It reached 38% in 2013 (35% in 2012), including the following components:

- promotion of the use of ICT among employees,
- requiring and development of employees’ information competences,
- consistent implementation of ICT,
- positive impact of ICT,
- use of good management practices.

The reliability of this indicator may be called into question because: firstly - officers evaluate informatization subjectively, guided by their own feelings, and secondly – the impact of informatization on administration in self-governmental entities is assessed differently than in State administration. The areas investigated in entities of different levels are presented in Table 1.

**Table 1.** Assessment of the impact of informatization on public administration

ASSESSMENT CRITERIA	
in State administration Office	in self-governmental administration offices
<ul style="list-style-type: none"> <li>- risk of the loss of integrity, availability or confidence of information (64%)</li> <li>- the matters settlement time (56%)</li> <li>- costs of the paper use (50%)</li> <li>- workload among employees (48%)</li> <li>- innovativeness of employees</li> </ul>	<ul style="list-style-type: none"> <li>- costs of the client services (44%)</li> <li>- the matters settlement time (43%)</li> <li>- costs of the paper use (41%)</li> </ul>

*Source:* own preparation on the basis of [1]

First of all, we cannot reliably assess any area without its correct monitoring. The public sphere in Poland not only has not mastered the skills of efficient monitoring, but it does not use good management practices either, because only 9% of entities in this sector have the strategy of teleinformation development.

A higher efficiency of e-government is largely due to properly educated managerial staff. The indicator „Requirement and development of employees’ information competences” is used to control the officers’ digital competences. The criteria of its calculation, as well as the criteria of calculating the other components of the indicator „Efficiency of digitization” are presented in Table 2.

**Table 2.** Criteria of calculation and values of the components of the indicator „Efficiency of digitization” (respectively in 2013 / 2012)

<b>POSITIVE EFFECTS OF ICT (25% / 24%)</b>			
1) Decrease in the number of documents in paper form in result if the use of ICT			
2) Faster settlement of matters owing to ICT			
3) Satisfactory results of information projects co-financed with EU funds			
<b>CONSISTENT IMPLEMENTATION OF ICT (39% / 36%)</b>			
1) Participation of employees having their own email account			
2) Participation of employees having electronic signatures			
3) Providing employees with remote access to the office systems			
4) Use of integrated package of field applications based on a common database, management of users in all applications, ERP class system			
5) Documentation of the course of matters using teleinformation tools			
6) Participation of electronic documents in correspondence sent from the office			
<b>REQUIREMENT AND DEVELOPMENT OF EMPLOYEES INFORMATION COMPETENCES (41% / 37%)</b>			
1) Requirement of having information competences for employment at factual posts			
2) Checking the information competences in practice during recruitment to work at factual posts			
3) Conducting mandatory information training courses for new employees			
4) Conducting information training courses for employees			
<b>PROMOTION OF THE USE OF ICT AMONG EMPLOYEES (68% / 65%)</b>			
<b>USE OF GOOD MANAGEMENT PRACTICES (24% / 22%)</b>			
HAVING THE TELEINFORMATION DEVELOPMENT STRATEGIES (9% / 9%)	SUPPORTING OF INNOVATIVENESS (15% / 15%) 1) Monitoring of employees innovativeness 2) Promotion and rewarding of employees innovativeness 3) Increased innovativeness of employees confirmed by the use of ICT	USE OF EU FUNDS FOR INFORMATION DEVELOPMENT IN THE OFFICE (54% / 51%)	MONITORING OF FOUR TO SEVEN VARIABLES (16% / 13%) 1) Client service costs 2) The matters settlement time 3) Workload among employees 4) Innovativeness of employees 5) Amount/costs of the use of paper 6) Amount/costs of the use of energy consumed by ICT equipment 7) Risk of loss of integrity, availability or confidence of information

*Source:* own preparation on the basis of SPIw2014

The increase by 3 PP in efficiency of offices digitization within one year is slight only. However, four of five components of this indicator are connected with competences of employees and managerial staff and the office’s organizational culture, and such elements can hardly be changed in a short time.

The highest positive effects of digitization are noted by the State administration offices (55% in 2013, as compared to 52% in the previous year) and at the marshal's level (51% in 2013; there are no data for entities at this level, because in 2012 too few marshal's offices took part in the research).

While checking the level of implementation of objective 2, considered was also availability of five primary teleinformation solutions (electronic identification, electronic documents, authentic sources, electronic safe, single registration system) in selected life situations (foundation of a company and one's own business, launching of civil proceedings for petty claims, loss and finding of a job, change of residence place).

One of the main tasks in public administration is availability of public information (objective 3).

GUS (Central Statistical Office of Poland, [2]) informed that in May 2013 there were 587 public registers in Poland. 63% of those registers were conducted in electronic form, 27% - in electronic and paper form, and 10% had only paper form (86% of them were conducted by central administration).

The way the registers are kept and the formats of public data availability are determined by:

- Act on informatization of activities of the entities which carry on public tasks [4],
- Directive of the Ministry Cabinet of 12 April 2012 on the National Framework of Interoperativeness, minimal requirements for public registers and exchange of information in electronic form, as well as minimal requirements for teleinformation systems [5],
- Act of 6 September 2001 on access to public information [6],
- Directive 2013/37/EU (amending directive 2003/98/EC) related to re-use of the public sector information [7].

These documents express an optimal way of data availability, pointing to the necessity to make them available in open formats and with detailed metadata.

The data are rendered available differently in particular registers. In electronic availability of the data the key contents area those of metadata. Fast and correct searching of metadata depends on their quality. A positive change in arrangement of metadata was introduced by the Ministry of Digitization which in May 2014 set up the central repository of public information, available on [www.danepubliczne.gov.pl](http://www.danepubliczne.gov.pl).

The way the data are made available has an impact on their safety and understanding, i.e. the possibility of further use. Of 37% public registers (first of all WWW pages of offices, thematic portals and Public Information Bulletins) information may be acquired without any limitation. Unfortunately, the data collected in 58% of registers are made available either to the public administration body or at the request of the entity which can indicate the factual or legal interest resulting from acquisition of factual information. On top of all that, access to up to 5% of

public registers is allowed only to the authority which conducts a given register. Limitation of the insight into the contents included in 63% of public registers may arouse doubts as to observing the principle of openness of information, so also public activities.

A significant role in availability of public data of good quality is played by the concept of the so called open government. Its basic thesis is the optimal openness of public body activities. The most important documents which describe this concept are:

- *Long-term National Development Strategy. Poland 2030. The Third Wave of Modernity* [8],
- *Efficient State Strategy – Poland 2020* [9],
- *National Development Strategy - Poland 2020* [10],
- *Innovative and Effective Economy Strategy - Dynamic Poland 2020* [11],
- *State Integrated Informatization Programme* [12].

The programmes supporting the concepts within availability of data are financed from the Operational Programme *Digital Poland 2014-2020* [13] and the EU funds.

According to the *Strategy of the development of information society in Poland up to 2013* [14] objective 4 was to be developed during cyclical SI research conducted within the Programme of Statistical Studies within Public Statistics. But this indicator has not been worked out.

Till September 2015 no one managed to make the e-services function on paneuropean scale. It is worth noting, however, that the indicator of usefulness of on-line cross-border services in the EU is higher than the indicator of their availability on-line. In our country both the availability indicator and the usefulness indicator are lower than the EU average value [3]. This will surely result in difficulties for foreigners, connected with the use of e-services related e.g. to having, buying or driving a vehicle, as well as the residence place.

### **3. E-Administration in the Internet surfers' eyes 2014**

In November 2014 at the request of MAC (existed in 2011-2015) the fifth report of the study: *E-administration in the Internet surfers' eyes* was published [15]. It was aimed at getting to know the Internet surfers' opinions about e-government in Poland and identification of behaviours and needs connected with settlement of official matters electronically.

The sample consisted of 4848 persons selected so as to reflect the Internet surfers' structure in Poland in respect of gender and age, education, size of the town and voivodeship of residence, financial situation and disability. The structure of the sample assumed carrying out a similar number of interviews in every voi-

vodship. The data from the Net Track SMG/KRC study and sample structures from the previous editions of the study were used for weighing.

The study comprised the following issues:

1. Frequency of visiting the offices' web pages.
2. Preferred ways of settling official matters.
3. Types and evaluation of the quality of information searched on offices' web pages.
4. Knowledge of the ePUAP platform and its trusted profile and central repository of public information.
5. Identification of official matters settled by the respondents in Internet.
6. Determining the organizational barriers of using public e-services.
7. Policy of privacy and safety.
8. Functioning in the network of public culture institutions, such as: public libraries, museums, theatres, operas, culture houses, historical monuments, archives.

For selected issues, the results were compared with earlier studies carried out by other providers. Detailed data for those issues are presented in Table 3 for the years: 2012, 2013 and 2014.

The main reason for dissatisfaction with public e-services is the lack of possibilities to settle the whole issue through Internet, although the percentage of complaining users was decreased by 3 PP as compared to 2013 and by 9 PP compared to 2012 (see Table 3).

In 2014 as many as 43% e-applicants heard of the ePUAP platform and its trusted profile (40%). The highest increase in the knowledge of the trusted profile was noted in Łódź voivodeship - from 29% to 44%. It is a relatively high percentage, considering that a significant problem for Internet surfers appears to be the very assumption and servicing of the account on ePUAP, as well as uncertainty connected with personal data safety. Official matters are usually settled through the Internet by better educated people, those aged 25-34, or coming from bigger towns. These people also more frequently know ePUAP and its trusted profile.

Disabled Internet surfers (every fifteenth Internet user is a disabled person) constitute a significant group of Polish society, therefore its results were also taken into account in the research. Every other disabled Internet surfer settled an official matter on-line [16]. Unfortunately, members of this group not so often manage to settle their matters through Internet. Therefore, their evaluation of settling matters is the lowest, as compared to other groups of Internet surfers. Disabled people, as compared to all Internet surfers, almost identically know both the ePUAP itself (42%), and its trusted profile (38%).

**Table 3.** Detailed results for selected issues of the research: *E-administration in the eyes of Internet surfers* during the years: 2012, 2013, 2014

<b>ASSESSMENT OF THE QUALITY OF INFORMATION SEARCHED ON OFFICES WEB PAGES</b>						
<b>Easiness of finding the needed information</b>						
Year	negatively	rather negatively	neutrally	rather positively	positively	I don't know, hard to tell
2012	4%	11%	25%	35%	23%	2%
2013	2%	9%	25%	42%	21%	1%
2014	3%	12%	27%	35%	19%	4%
<b>Comprehensibility of information</b>						
Year	negatively	rather negatively	neutrally	rather positively	positively	I don't know, hard to tell
2012	3%	6%	23%	40%	26%	2%
2013	2%	7%	21%	43%	26%	1%
2014	2%	8%	26%	37%	23%	4%
<b>Usefulness of information</b>						
Year	negatively	rather negatively	neutrally	rather positively	positively	I don't know, hard to tell
2012	2%	7%	24%	38%	26%	2%
2013	1%	4%	19%	42%	32%	1%
2014	2%	5%	24%	38%	27%	4%
<b>DETERMINATION OF ORGANIZATIONAL BARRIERS OF THE USE OF PUBLIC E-SERVICES</b>						
Year	on-line settlement of the whole matter appeared impossible	the way of understanding the matter was too complicated, the description was incomprehensible	settlement of the matter lasted longer than I expected	reaction or response from the office was missing	the form was too difficult to complete, explanations were missing or they were incomprehensible	Technical problems appeared
2012	65%	25%	24%	2%	17%	26%
2013	53%	34%	26%	27%	23%	23%
2014	56%	33%	30%	26%	24%	21%
<b>KNOWLEDGE OF ePUAP PLATFORM AND ITS TRUSTED PROFILE</b>						
Year	known ePUAP			known trusted profile		
2012	26%			24%		
2013	35%			31%		
2014	43%			40%		

Source: own preparation on the basis of [15]

The study concerned allows also to observe the differences between inhabitants of voivodeships both in the use of public services in Internet and in their sense of safety. The highest discrepancies occur in neighbouring voivodeships: małopol-



skie and świętokrzyskie. Małopolskie inhabitants most frequently declared their knowledge of ePUAP and trusted profile, they also confirmed the highest sense of safety while settling official affairs on-line. On the other hand, those living in świętokrzyskie voivodeship most seldom demonstrated that they knew the e-administration platform, they also in the least degree perceived information and forms on offices web pages as comprehensible or easy to find, besides they had the lowest in Poland sense of safety while shopping in the Internet [16].

The questionnaire in the research: *E-administration in the Internet surfers' eyes 2014* differed somewhat from the previous ones, because during identification of the causes of dissatisfaction with public administration e-services a new answer was added: „I did not know whom to contact about the issue” [15]. 20% of the respondents marked the additional answer.

#### **4. Impact of digitization on public administration offices functioning in Poland in 2014**

The latest survey - *Impact of digitization on public administration offices in Poland* [18] (similarly to SIwL2014-2020) was carried out for the fifth time. 1644 offices of self-governmental administration and State administration, including governmental one, took part in it.

The main objective of the study was the diagnosis of the management of informatization processes management and determining its impact on improvement of offices functioning in Poland, i.e. increase in digital competences among office workers, use of modern technologies for the provision of services and communication with e-clients.

Respondents of the study were representatives of the office management and information services. Completing the questionnaire could demand consultation with the people responsible for other areas of functioning of the office.

Results of the study reflect the types of offices as divided into self-governmental administration (together, and specified commune, county and marshal's offices) as well as governmental administration, and within it – state administration (central and voivodeship offices, President of the Republic of Poland, NIK, KRRiT, NBP etc.), and broken up into voivodeships. In 2014, to 55% of complete replies were obtained.

As to the strategic management within digitization, use of EU funds and problems in implementation of information projects in public administration, the following conclusions were drawn:

- every eleventh office has a strategic document (strategy, plan, programme) within teleinformation development and this situation was not changed, as compared to the years 2013 and 2012,
- only 8% among self-governmental administration entities have such document - 32% of the State administration offices have such document,
- 57% of marshal's offices usually have a strategic plan within teleinformation development (digitization or informatization),
- year after year the percentage of state administration offices having a strategic document within teleinformation development is decreased,
- the highest percentage of offices having a strategic document within teleinformation development occurs in wielkopolskie (14%) and lubelskie (11%) voivodeships,
- 76% of offices obtained means from EU funds, which in 54% were spent for the entity's information development, in 50% for support of the development of electronic services, and in 47% for the development of information society (SPI; activities conducted by self-governmental offices within the development of information society are presented in Table 4),
- all investigated marshal's offices used EU funds for the office's information development as well as the development of e-services, and supporting the SPI development;
- most (88%) self-governmental administration offices using the EU funds are offices from świętokrzyskie voivodeship, while the least (14%) offices are situated in wielkopolskie voivodeship,
- 93% of marshal's offices, 85% of commune offices, and 86% of county offices are satisfied with the results of the projects co-financed from the EU funds,
- the least satisfaction with the results of projects co-financed from EU funds was observed in łódzkie voivodeship (76%), and the highest – in dolnośląskie voivodeship (92%).

Many self-governmental administration offices and State administration offices intend to apply for EU funds for the office informatization during 2015-2020. This result shows that the offices are organizationally and substantially prepared to use the EU funds [17]. The experience gained in the previous financial perspective should pay off and the results of the current perspective can be even better. Furthermore, it seems that the awareness of the benefits that may be achieved through informatization was increased. The prevalence of teleinformation technologies gives rise to a conviction that implementation of new solutions will improve the processes and facilitate the use of public e-services.

Even 76% level of satisfaction with the results of projects co-financed from EU funds should be considered as satisfactory because implementation of the pro-

jects entails many technical, organizational and mental changes. The offices which present worse assessment of the results of information projects probably were not properly prepared substantially and in staff to their implementation. Another edition of the study carried out in 2011 shows [19] that 75% of commune offices had only one or two computer scientists employed at the time.

Of the problems connected with withholding or delaying the information projects in the study the following were singled out:

- provision of funds (27% State, including governmental, administration/ 17% self-governmental administration),
- insufficient human resources (in quantitative or jurisdiction respects) allocated for implementation of the project (41% / 10%),
- difficulties in obtaining the assumed effects or specified quality of implemented system (38% / 13%),
- difficult cooperation with providers of information services (43% / 10%),
- corruption behaviours of the participants of the project implementation process (3% / 1%)
- procedural or legal problems (46% / 20%).

In 43% of investigated offices some problems in implementation occurred due to difficult cooperation with providers of information services, in 41% - due to insufficient human resources allocated to project works. Compared to other self-governmental offices, mostly the marshal's offices withheld or delayed implementation of information projects (giving the causes mentioned above). 55% of the offices never withheld or delayed implementation of information projects. In 45% of governmental administration offices the legal requirements constitute the crucial implementation problem (20% in case of self-governmental administration). The other problems included mainly: complexity, maladjustment, and too long implementation of procedures (25% - State administration, 31% - self-governmental). A significant problem was that of specification (19% / 25%), and in marshal's offices – evaluation criteria (33%).

Within the activities supporting the development of SPI we should notice that county offices much more frequently than other self-governmental offices support the use of electronic class registers at schools (45%) and electronic recruitment to schools and kindergartens (also 45%; see Table 4).

On the other hand, 61% of commune offices make available the computers or computer stands with access to Internet for citizens. In turn, 71% of marshal's offices promote the use of Internet among the people exposed to digital exclusion and those with difficult mobility (disabled, ill, or mothers with small children).

**Table 4.** Activities undertaken by self-governmental offices within the development of SPI

TYPE OF ACTIVITY	SELF-GOVERNMENTAL ADMINISTRATION IN TOTAL	COMMUNE OFFICES	COUNTY OFFICES	MARSHAL'S OFFICES
1) availability of computers or computer stands with access to Internet	58%	61%	40%	43%
2) promotion of the use of Internet among people exposed to digital exclusion	40%	41%	30%	79%
3) supporting the use of electronic school register	33%	31%	45%	14%
4) open social consultations through Internet in matters under the office competence	30%	29%	37%	71%
5) organization or support of IT courses and trainings for citizens	29%	31%	14%	43%
6) cooperation with local suppliers of Internet to support the construction of wide-band networks	28%	29%	19%	64%
7) use of Web 2.0 solutions to support the functioning of the office and communication with citizens	20%	18%	29%	50%
8) encouraging the citizens to participate in decision-taking	17%	16%	24%	21%
9) supporting the electronic recruitment to schools and kindergartens	15%	10%	45%	

*Source:* own preparation on the basis of [18]

29% of offices web pages are adjusted to servicing through mobiles and mobile devices. The information search engine is the most prevalent facility on offices web sites (83%). Consecutive items on the list of facilities comprise: catalogue of services/ issues with explanation how and where they can be dealt with (63%), possibility to order a newsletter or sending the headlines and news on website (32%), information about the duties and rights of citizens presented according to the profile of user or life events (17%).

There are many things to do within the use of ICT in public administration offices. Presently, 71% of office employees have individual business e-mail account (increase by 2 PP, as compared to the last year). In case of the state administration

this percentage reaches 91%, and in marshal's offices – 99%. Employees of self-governmental offices almost twice more frequently (17%; in marshal's offices only 5% have such signature) than the employees of State administration offices (9%) have electronic signatures. 51% of self-governmental administration offices provide their employees with a remote access to the electronic mail system, documents or applications of the office, while such percentage among the State administration offices reaches 92%.

Compared to 2012, the percentage of offices using the documentation management electronic system (EZD) was decreased by 4 PP and amounted in 2014 to 42%. Six of ten (62%) State administration offices use the EZD. In case of self-governmental administration offices - 41%, the worst being the commune offices (38%). In 2014 there was a decrease in the percentage (3 PP) of self-governmental offices documenting the course of matters in the EZD system. Instead, among the State administration offices from 2012 that percentage was increased by 26 PP.

41% of State administration offices use workflow systems and 28% of those entities – the ERP class systems. The same indicators among self-governmental administration entities reach respectively – 11 and 9%. Every third investigated office uses the workflow system. 81% of the State administration offices versus 67% of self-governmental administration offices use teleinformation systems available at the central level for data exchange or intake.

In 2014, 96% of offices had electronic inboxes (hereinafter referred to as ESP). The way the ESP is used differs in offices of different levels. The State administration uses ESP in a more versatile way, and so e.g. 37% of offices receive and collect various letters using the ESP. Unfortunately, in self-governmental administration sending of letters using the ESP is usually confined to answering the letters coming this way to the office. In 2014 more than every tenth letter coming to offices came to the ESP. The State administration offices are characterized by a lower percentage of electronic documents in coming correspondence (7%) than is the case with self-governmental administration offices. ESP is by 3 PP more frequently used by the State administration officers, as compared to self-governmental administration, where only 9% of the entire correspondence was sent by electronic mail.

The most frequently indicated - by office workers - limitation of eliminating the paper correspondence in contact with other administration entities is treatment of documents electronic version as the paper exclusive OR (42% - State administration and 62% - self-governmental one). 46% of offices consider a habit as a barrier in elimination of paper correspondence, whereas in every fifth it is the office managers' decision.

Since 2012 availability of e-services other than those based on the so called general writing standard was increased by 15 PP.

54% of the State administration offices and 48% of the self-governmental administration ones make such services available. More than every third office enables tracking of the case implementation progress through the Internet. The highest percentage of offices providing the clients with a possibility to follow the progress in settling the matter occurs in Silesian voivodeship (64%), and the lowest - in świętokrzyskie voivodeship (11%). In 2014 the offices in Łódź voivodeship and podkarpackie voivodeship most frequently introduced a new electronic service or significantly improved the way of providing it (62% in both voivodeships). The percentage of the State administration offices introducing the new e-service was decreased by 28 PP (as compared to 2011). All marshal's offices declare that they have an appropriate organizational and executive potential to implement new electronic services. Self-governmental administration offices on average make available more services enabling settlement of the whole matters electronically, as compared to the State administration offices.

The results of the study will be used in monitoring of the strategy *Efficient State Strategy - Poland 2020* [10], *State Integrated Informatization Programme* [12] and Operational Programme *Digital Poland for the years 2014-2020* [13]. The presented results show a high regional differentiation.

## 5. Conclusion

The studies, reports and surveys play a very important role in public administration functioning.

Properly used data collected in the central repository of public information may affect the development of innovativeness and information society (SPI).

Such concepts as the one of open government support the society's development, where information is a potential building material for innovative and competitive products and services.

Internet surfers on public pages mostly search for jobs offers and information connected with health and education [15]. If these areas attract the greatest interest, that knowledge cannot be ignored, on the contrary: the availability and usefulness of information related to them should be particularly cared about.

PO PC2014-2020 [13] informs that „at the turn of 2011 and 2012 the e-administration was used by (...) 48% of citizens”, and 16% of them sent filled in forms through the Internet. On the other hand in GUS report *Information society in Poland 2010-2014* [2] this percentage (for 2013) reached 11,4% with less than 23% indicator of the use of public e-services. For 2014 these indicators reach respectively: 14,8% and 26,9%. Instead, according to the latest study the E-administration in the Internet surfers' eyes 2014 as many as 53% of Internet users tried to settle their official matters. As this medium is used by approx. 19,2 mln of Poles aged over 15 years (i.e. 63.7% following the results of the NetTrack study

from the period: September – November 2014) we may estimate that almost 34% of the Polish population uses e-administration of Poland.

Discrepancies of indicators between particular studies result from different methods and definitions of the tested parameters. This, however, does not change the fact that in all studies an advantageous change is emphasized in the distance separating Poland from the European leaders. But – does the undeniable development of Polish e-administration go hand in hand with understanding of the changes brought by informatization and with their approval both by public administration and its clients?

An important conclusion seems to be the statement that without correct monitoring of one's functioning and implementation of undertaken IT projects the officers simply will not know what and how is actually affected by informatization. This in turn means that overestimated may be both the positive and negative scale and force of the impact of informatization.

Self-governmental administration offices more often point to the informatization-resultant increase in servicing costs, increased workload and number of paper documents. Such results of studies may result from subjective feelings of employed officers but may also imply the actual problem of informatization of the procedures which had not been optimized previously and hence they generate additional costs.

From 1 July 2015 we may familiarize ourselves with the appearance and functions of ePUAP2 – a new, test version of Electronic Platform of Public Administration Services (web page test.epuap.pl). Those who want to use e-services will surely be worried (or annoyed) by the fact that when they use the testing version, after selecting the e-service and then the office, quite often the message appears: „Internal error occurred. Contact the administrator”. Those who open the system on tablets and smartfons will be disappointed by maladjustment of the page to the mobile device screen size. Similarly, the blind people may be disappointed, because the portal does not meet the requirements of WCAG 2.0, and logging into the service with the reading programme borders on the miraculous.

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